

## Additional Critical Guidelines for Electronic Submission

Some SAMHSA grant applicants have encountered difficulties when submitting their applications through Grants.gov because of errors in their applications. To ensure that your application is accepted by Grants.gov, you must adhere to the following requirements:

- Do not use special characters in file names, such as parentheses “( )”, #, ©, etc. (See Appendix B: Guidance for Electronic Submission of Applications in the RFA for a list of acceptable characters.)
- If you experience issues/problems with electronic submission of your application through Grants.gov, contact the Grants.gov helpdesk by email at [support@grants.gov](mailto:support@grants.gov) or by phone at 1-800-518-4726 (1-800-518-GRANTS). The Grants.gov Contact Center is available 24 hours a day, 7 days a week, excluding federal holidays. **Make sure you get a case/ticket/reference number that documents the issues/problems with Grants.gov.** It is critical that you initiate electronic submission in sufficient time to resolve any issues/problems that may prevent the electronic submission of your application. Grants.gov will reject applications submitted after 11:59 PM on the application due date.
- SAMHSA highly recommends that you submit your application 24-48 hours before the submission deadline. Many submission issues can be fixed within that time and you can attempt to re-submit. However, if you have not completed your Grants.gov, SAM, and DUNS registration at least 2 weeks prior to the submission deadline, it is highly unlikely that these issues will be resolved in time to successfully submit an electronic application. All RFAs clearly recommend that these registrations be completed at least two weeks prior to the submission deadline.